

Online ordering and tracking

Managing orders

You can use the notification queue to:

- Filter your search for a particular notification to find the exact information you need, enhancing your ability to manage your customer's expectations
- Receive information related to your own OO&T requests, e.g. a bulk order created notification
- Receive information that is not related to an OO&T request but that affects you, e.g. a direct supply notification is sent when a service you provide is lost to another provider.

You can acknowledge the notification but we will not respond to you. The notification is to help you manage your internal processes only.

Types of notifications

These are the types of notifications that may appear in the notification queue:

NOTIFICATION	DESCRIPTION
Bulk order created	Confirms a bulk order has been created.
Bulk order at order entry	Confirms bulk order status allows individual orders to be placed against the umbrella order.
Losing service provider	Indicates: <ul style="list-style-type: none">• A product instance is ceased, e.g. disconnection, move address, or transition to another service provider• That you should cease billing the service.
NCA losing service provider notification	Indicates that NCA has been removed from a line, e.g. the line is relinquished, moved or an alternate provider is replacing NCA services. The billing line number and the NCA level are displayed on this notification.

NCA service change notification	<p>Indicates that NCA details have been changed on an existing line. Typically this will mean a change of phone number due to the line moving address or changing number.</p> <p>The new line number is displayed on this Notification.</p>
Port change notification	This type of notification is important when you are using line-level authentication.
Wanter status change notification	Indicates that a Broadband service has become available for a site that you have registered interest in.
Port change notifications – broadband	<p>Indicates a port change event and confirms the new details for Broadband:</p> <ul style="list-style-type: none"> • Basic Unbundled Bitstream Access (BUBA) – This notification will contain the relevant updated information following a BUBA port change including the new Unique Service Identifier (USI). • Enhanced Unbundled Bitstream Access (EUBA) – This notification will contain the relevant updated information following a EUBA port change. The DSLAM Port ID is copied to the USI field for EUBA.

Search for notifications

To search for notifications on your submitted orders you should:

- Click notifications on either the Chorus Layer 1 or Layer 2 dashboard screen.
- Complete the following fields to narrow your search or use the quick search option:

FIELD	WHAT TO ENTER
Type of notification	Select type of order.
Notification status	Select unanswered notifications/all notifications/answered notifications.
Service provider	Select the name of the Chorus customer.
Segment	Select business or residential.
Date entered	Enter the date the order was entered into OO&T.

- Click **submit** or **go** to display the **results** section.
- Click the blue hyperlinked title in the **type** column to view the notification details.
- Click **acknowledge** to send us an acknowledgement. The **response code** column in the **results** section will display **acknowledged**.

Search for your order

The **Web Queue** function on the Layer 2 dashboard allows you to search for your various orders, check on their current status, and monitor whether any actions are required on any of the orders.

You can search for your order using either the:

- Provider queues form
- Quick search form.

Search using the provider queues form

Use the following table to complete the provider queues form fields and click **search**:

FIELD	WHAT TO ENTER OR SELECT
Type of request	Type of request from the dropdown list. This allows the user to filter on all or specific request types, e.g. Chorus Broadband, Chorus Data.
Additional filters	Check the required tick box to apply additional filters.
Form	Type of form from the dropdown list. The list items presented are based on the request type selected in the type of request filter.
Porting options	One of the following: <ul style="list-style-type: none">• All requests• Porting only• Non-porting only.
Bulk order options	One of the following: <ul style="list-style-type: none">• All requests• Include bulk orders• Exclude bulk orders only.
Truck roll required	One of the following: <ul style="list-style-type: none">• All requests• Include truck roll required order only• Exclude truck roll required orders.
Status	The status from the dropdown list. The specific statuses available for selection are based on the form type selected in the Form field.

Date Entered

Select the date range on which to filter by. If searching for an escalation the date applies to the date the original request was raised, not the date of the escalation.

Search using the quick search form

Use the following table to complete the Quick Search form fields and click **Go**:

FIELD	WHAT TO ENTER OR SELECT
Request ID	OO&T ID.
Alt Ref	Unique service provider reference that was used when placing the order.
Service ID	The phone number or the ASID. This field does not work for data ASIDs.
Bulk Order ID	Bulk order ID number, if this order was part of a bulk order.

Interpret the search results

Once you have entered your search criteria and clicked **search** or **go**, the following results display:

The screenshot displays the 'Provider Queues' and 'Quick Search' interface. The 'Quick Search' form on the right includes fields for Request ID, Alt Ref, Service ID, and Bulk Order ID, each with a 'Go' button. The 'Provider Queues' form on the left includes various filters such as 'Type of Request', 'Form', 'Porting Options', 'Bulk Order Options', 'Trunk Roll Required', 'Status', and 'Date Entered'. Below the forms is a 'Results' table with columns: Req ID, Customer Name, Request Type, Status, Created, Entered By, Alt Ref, Booking Date, Service ID, Note, and Bulk. The table shows two rows of cancelled requests. A legend at the bottom of the results table explains the color coding for booking dates and the meaning of lock icons.

Req ID	Customer Name	Request Type	Status	Created	Entered By	Alt Ref	Booking Date	Service ID	Note	Bulk
17218581	CHORUS	Broadband New Connection	Cancelled	8/05/2013 08:38:30	Neil.Koberu@telecom.co.nz	Test Purposes only for H&M				
17184911	CHORUS	Broadband New Connection	Cancelled	20/03/2013 11:05:09	marcus.williams@chorus.co.nz	200513 1099				

- To order results, click on the relevant column header, e.g. selecting Status will order the results alphabetically by Status.

- To export the information, click **Export All** to export the search results to a comma separated value (*.csv) file.

The following table describes the information displayed in the **results** screen:

COLUMN	DESCRIPTION
Req ID	The request ID . Click on the ID to view the order
Customer Name	End customer's name.
Request type	Form type used.
Status	Current status of order. See order statuses for a description of OO&T statuses. If the order has an escalation the status of the escalation will be reflected in the order form under the primary status of the order against the escalation status field.
Created	Date order submitted into OO&T.
Entered by	Service provider ID Number.
Alt Ref	Unique reference number created by the service provider at the time of submission into OO&T.
Booking date	The request for service (RFS) date.
Service ID	Phone number attached to the requested order. Indicates if it is a B2B assisted order, and the symbols along the top of the results section (explained below) appear in this column.
Note	This indicates if there are any notes. This is indicated by either the applicant comment added or applicant action required symbol. Once the order is open, comments can be entered into the order via the options information screen. See modify or cancel your order below.
Bulk	This indicates if this is part of a bulk order.

View your order

Once you have clicked on the order request ID, the submitted order displays as shown below:

Options

Add Comments to Log	<input type="text"/>
Dealer Support Flags	<input type="checkbox"/> Dealer Action Required? <input type="checkbox"/> Dealer Support Follow Up Required?
Manual Provisioning Flags	<input type="checkbox"/> POTS Manual Provisioning Required?
Primary Service Order Status	RFS Confirmed
Secondary Service Order Status	Not yet defined
Reject Reason (if status is Rejected)	<input type="text"/>
Escalation Status	<input type="text"/>
Email Notification Address <i>Edit as required. Note: if enabled, then a reminder email will be sent out at various stages.</i>	ServiceDeliveryResidential@callplus <input checked="" type="checkbox"/> Enable
Provisioning Email Notification Address <i>Enter an email address if notification to a provisioning user is required. This can be enabled independent of customer email notification.</i>	<input type="text"/> <input type="checkbox"/> Enable
<input type="button" value="Save Changes, Remain in Request"/> <input type="button" value="Save Changes, Return to Queues"/> <input type="button" value="Cancel Changes, Return to Queues"/>	

Order status

When you enter an order the initial status is **new**. The status changes as the order progresses and when installation work is carried out. Not all statuses are valid for all orders.

The following table describes some of the order statuses in OO&T:

STATUS	DESCRIPTION
New	A new order has been created.
Accepted	The order has been checked and is accepted for provisioning.
Allocation	Awaiting quote acceptance.
Awaiting address	New address has been requested and requires allocation.
Awaiting MPF	Naked broadband connection requires manual provisioning from Chorus.
Broadband available	Broadband is now available at this address.

Cancelled	The cancellation request has been accepted and the order has been cancelled.
Completed	All work is completed.
Feasibility	An MDU or Right of Way is under going the consent process. Or There is investigation underway to determine if a handover link is possible. Or Manual Prequalification when there is investigation underway to determine if a baseband connection is possible. Or Manual Prequalification when there is investigation underway to determine if a broadband connection is possible.
Notification	A notification update has been sent.
On-hold	Chorus are investigating the order.
Open	Broadband Register Interest order awaiting broadband availability.
Order entry	Bulk Order schedule and batches are set up under the Umbrella Order.
Processing	Chorus is processing the order.
PQ Result	Prequalification result available.
Quote Sent	Awaiting quote acceptance
RFS confirmed	The order has been processed and a Ready For Service (RFS) date has been given.
Ready for provisioning	Wiring Add-on request requires a manual Chorus service order to be created.
Request RFS date change	Customer has requested a change in RFS date.
Requested	Customer has submitted a Bulk Order.
Rescheduled	A new booking date and time has been scheduled.
Scheduling	Bulk Order accepted by Chorus and is being scheduled with our service partners.
Service Company under action	The request is under action by Chorus service technicians.
Service given	Installation work has been completed.
Service order entered	Broadband order has been entered into Chorus systems.
Support	There is an issue with the service request which must be resolved before further action can be taken.

Rejected	Chorus has rejected the order.
Waiter	End user awaiting Broadband to become available

Reschedule a service company visit

You can reschedule a service company appointment for an in-flight order, if the order status is **RFS confirmed** and the original RFS date is greater than 24 hours away. The following types of orders can be rescheduled:

- Broadband (except NGA) orders
- Baseband orders
- Voice orders

You will not be able to change the scheduled date via the pre-order tool if order status is **RFS confirmed** and the original RFS date is less than 24 hours away, or the order status is **customer to advise (CTA)**. Follow BAU process.

When two orders exist

When two orders exist (a primary and secondary order) check the RFS dates are the same:

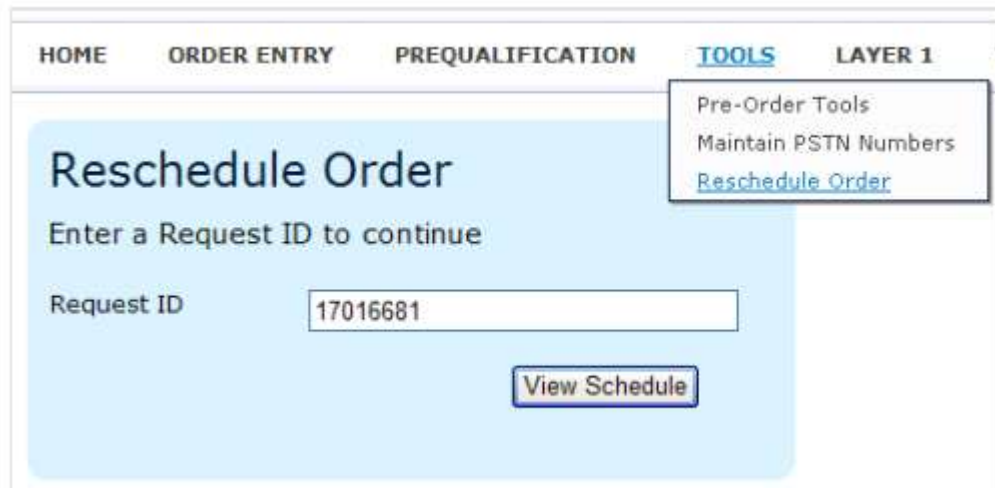
- If yes, then go ahead and reschedule the service company appointment
- If no, then follow BAU process.

The 24-hour-rule also applies to primary and secondary orders.

Steps

To reschedule the service company appointment:

- 1. Click the **tools** menu on the Layer 2 dashboard screen and select **reschedule order**. The following screen displays:



- Enter the request ID in the **request ID** field and click **view schedule**. The following error message may appear 'cannot update service order, invalid new due date'. This error could be due to the new RFS date not being greater than 24 hours or the order is 'under action' by the service company and the RFS date cannot be changed.
- To reschedule the order check out the **view a service company schedule** in the **preorder checks** section.

Modify or cancel your order

Once you have submitted your order, you can:

- Add a comment
- Change the RFS date
- Cancel an order

Your order will then appear in our queue where it will be actioned or responded to.

Business rules

Modifying an order

The following business rules apply when modifying an order:

- Changes may only be made to the date and/or time of scheduled service by the service provider.
 - If another product is required, the existing order must be cancelled and a new order created.
 - Changes are only possible until the service order has reached **service given** status.
-

Cancelling an order

The following business rules apply when cancelling an order:

- Cancellations may be requested at any stage up to the point of **service given** status.
- For BUBA, EUBA and VDSL there is a **pre and post truck roll charge**. For UCLL, SLU, and Baseband there is an **abortive site visit** charge that applies if an order is cancelled after a truck roll has been confirmed.
- In all cases we will attempt to contact our service company to cancel the confirmed truck roll. However, if the truck roll has been confirmed in the schedule, the **post truck roll cancellation** or **abortive site visit** charge will apply.
- Where Baseband has been ordered with UBA, the cancellation charges will be applied against the UBA component. We will not double charge cancellations for UBA and Baseband.

Cancellations will be processed as per the following timeframes:

WHEN REQUEST IS RECEIVED...	THEN...
Before 3pm the day prior to the RFS date	The cancellation will be processed.
Between 3-5pm the day prior to the RFS date	Best efforts to process the cancellation will be made.
After 5pm the day prior to the RFS date	It is too late to process the cancellation.

Modify or cancel your order

To modify or cancel your order:

- Open your order, see **search for your order** for instructions on how to locate your order.
- Enter the required comments in the **add comments to log** field.
- Use the following table to complete the action:

IF...	THEN CLICK...
Adding a comment	Add comment.
Requesting RFS date change	Request RFS date change.
Requesting a cancellation	Request cancellation.

You can select **cancel changes** to exit without saving.

Escalate an order

Follow our escalation process within the Resources and Support tab for information on escalation criteria, response times and escalation matrix.

To escalate an order:

- Open the order, see **search for your order** for instructions on how to locate your order.
- Select the **escalate request** check box. Enter the details of the escalation into the **add comments to log** field.



The screenshot shows a form titled "Options". Under "Add Comments to Log:", there is a text area containing the text "Medical Escalation: Line not working, dependant on St Johns Alarm". Below this, under "Reject Reason (if applicable):", there is a checked checkbox labeled "Escalate Request".

- Click **add comment**. The details of the escalation displays in the **comment** column.



The screenshot shows a table titled "Comments" with the following data:

User	Status	Comment Date	Comment
SPuser@mercury.com	Feasibility	12/04/2010 11:15:33 a.m.	Medical Escalation: Line not working, dependant on St Johns alarm

- Click **cancel changes**. The escalation is saved and you return to the provider queues. Selecting cancel will not cancel the escalation.

Next steps

We'll update your OO&T request within the documented response timeframes with:

- The status of the escalation – the status of the escalation does not change the workflow of the original request. See **escalation statuses** for a description of each status.
- A clear explanation of the next steps in the **comments** field.

If the **email notification** check box was selected, an email will also be sent to the identified address. Or, you can search for the escalated order by clicking on **web queues** and selecting **escalated requests only** on the provider queues screen.

Complete any other fields to narrow your search as required, see the **search for your order** section above.

Escalation statuses

The following table describes the statuses for escalations:

STATUS	DESCRIPTION
In progress	The escalation has been received and we are investigating.
Monitoring	The escalation requires monitoring. Monitoring may be used as an alternative to 'Resolved' where the actions to put the order back on track have been completed and the order is scheduled to proceed but follow up may be required.
Cancelled	The escalation has been cancelled because it was invalid or it did not meet the criteria.
Escalated	Assigned to a third party group for further investigation.
Resolved	The escalation has been resolved. Once the order is no longer escalated do not use the escalation filters to search for the order